STL Communications

offers an onsite "Managed Solution" combining the attractive pricing and ease of a "hosted solution" with multi-device support and full features of a traditional telephony system, on-site with more control, better management, and better reliability.

How does voice communications fit into this growing trend?

While hosted voice solutions offered by other providers can provide attractive price and ease of management in todays' complex unified communications environment there are some pitfalls of their hosted models.

The basic architecture and connectivity of the hosted model does not allow for many features and devices that are considered basic and necessary by most users.

Devices not generally supported in a hosted voice offering include; digital phone sets, analog phone sets and faxing.

Additionally, features commonly desired like music on hold, overhead paging and wireless handsets are not normally supported in a hosted environment.

St. Louis, MO • Osage Beach, MO • Louisville, KY • Overland Park, KS • Mattoon, IL

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AVAYA
Platinum Partner

STL
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Voice Data Wireless Video

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MANAGED TELEPHONY/ TOTAL VOICE

Many organizations are considering cloud or hosted solutions for various parts of their IT infrastructure. Some are even considering outsourcing the entire function of IT offsite to one of the many cloud/hosted solution providers.

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STL COMMUNICATIONS "TOTAL VOICE"

Total Voice is a managed solution utilizing **AVAYA** and other Complementary Technologies residing at the customer site and including the following benefits:

✔ **Fixed price per user for** entire contract duration

✔ **All the latest unified** communication features

✔ **Desktop device of your choice;** IP, digital, analog, softphone, even remote IP sets

✔ **Voice mail with integration to email**

✔ **Cellular smart phone integration** (iPhone and Android devices)

✔ **Data switches required** to support IP phones

✔ **Music on hold and** external paging interface

✔ **Battery backup device providing** 30 minutes of normal operation

✔ **Offsite Disaster Recovery/** Redundancy options

✔ **24 X 7 remote monitoring**

✔ **Full onsite maintenance coverage** including parts and onsite labor

✔ **Remote moves and changes**

✔ **Customizable to your specific needs**

Solution Comparison Matrix

	Cloud Hosted	Managed Services "TOTAL VOICE"	Cash Purchase On Premise
Reduced Complexity	Yes	Yes	No
Staffing Issues Solved	Maybe	Yes	No
Disaster Recovery Capabilities	Yes	Yes	Optional
Operating vs. Capital Expense	Yes	Yes	Optional
Software Upgrades Included	Yes	Yes	Optional
Hardware Support Included	No	Yes	Optional
Loss of Control	No	Yes	No
Customization	No	Yes	Yes
Security/Compliance	Maybe	Yes	Yes
Smaller hacker target	No	Yes	Yes
Moves & Changes Included	No	Yes	Yes

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